

EMOTIONAL INTELLIGENCE (EQ) [SOF010]

Becoming more emotionally mature and managing competencies better in the workplace

SAQA Unit Standard: 119510 **Credits:** 15 **NQF level:** 5

Duration: 2 days

OVERVIEW:

Our ability to deal effectively with our emotions in the work place is critical to our success as managers and employees. Emotional Intelligence strategies increase our ability to successfully manage the constant challenges from customers and our business associates. Employees are required not just to have technical or specialist expertise, but also to have a range of personal attributes and abilities; team members need to be able to co-operate and to work effectively with their colleagues and be able to deal professionally with difficult/stressful situations.

This course will equip delegates to understand themselves and others better, and will give an insight into how to build effective and professional relationships at work. Through skill building exercises, and group discussion, this two-day course will provide you with the opportunity to identify your own challenges in maintaining positive environments and collaborative relationships as well as overcoming resistance and negativity.

On completion of this training, will be able to:

- Know and understand one's self, (i.e. personal strengths and weaknesses).
- Understand the five Dimensions of Intelligence
- Define different forms of Intelligence
- Appreciate the history of Emotional Intelligence
- Identify the benefits of EQ
- Appreciate the components of EQ
- Gender Differences in EQ
- Employ strategies to cultivate EQ in the workplace
- Apply techniques for responding to situations in an emotionally intelligent manner

Participants will receive workbook (resource file) that can aid them in the improving Emotional Intelligence in the workplace.

NB. The attendance is Certificate based, however attendees may request to be assessed at an additional fee. On successful completion of Portfolio of Evidence, the attendees will get a Statement of Results from the relevant SETA.